

WA# 31 - Amend# 1

## **Work Assignment Background**

The ETSD Primary Support Services Contractor will provide a full range of technical support to the EPA telecommunications operation based in Washington, D.C. Most contractor staff performing work under this work assignment will be based in the Washington Information Center (WIC), a contractor-leased facility on the street level of Waterside Mall. Senior management and specialized technical support may be provided by personnel located in EPA facilities in Research Triangle Park, NC.

Specific tasks to be performed in each of the following functional areas will be documented in a detailed contractor Management Work Plan that will be considered an attachment to this Work Assignment after approval by the EPA Contracting Officer. However, in all instances where the Work Assignment and Work Plan conflict as to requirements and/or schedule, the requirements of the Work Assignment shall prevail. Major projects will be documented in TIMELINE software or in an equivalent manner as approved by the Work Assignment Manager (WAM), and information on Headquarters support activities will be presented weekly and monthly in prescribed formats. The contractor may not report idle time as billable hours; all cost billed to the Agency must represent work performed under this Work Assignment.

In meeting the requirements of this Work Assignment, the contractor shall be involved in a support role and will not, under any circumstances, be involved in the actual determination of EPA policy or in any other activity that may be construed as an "inherently governmental function."

For the purpose of the Work Assignment, the terms "technical support and data telecommunications" is to include a wide range of EPA supported technologies/manufacturers including, but not limited to, 3270, ISDN Ethernet, Novell Operating System, Token Ring, Cabletron intelligent hubs, Cisco routers, Gandalf Data Switch, asynchronous communications, the Internet, Microsoft NT, DEC Vax and Decnet, IP, Word Perfect Office, cc:Mail, Vitalink, Verilink, T-1 and 56Kb circuits, etc.

It is anticipated that the contractor will be required to obtain information from other Agency contractors in support of this work assignment. The contractor shall only contact other Agency contractors for the purpose of exchanging information and shall not provide direction to nor receive direction from another Agency contractor.

## **Work Assignment Other Requirements**

(This section left blank intentionally.)

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## **Work Assignment Task Description**

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### **Task 01 Preparation of Work Plan**

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The purpose of this task is for the preparation of revised work plans in response to work assignment amendments issued in FY96. The contractor shall prepare a comprehensive work plan in accordance with contract requirements that includes a detailed technical and staffing plan, and a detailed cost estimate. The work plan shall specify the approach to be taken in accomplishing the tasks under this work assignment and discuss anticipated problems. The work plan shall include a section that provides a detailed listing of all travel, training, and conference attendance activities required in order to install, operate, maintain and support Headquarters Data Telecommunications installations and customers.

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### **Task 02 Technical Management and Reporting**

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The contractor shall manage the data telecommunications operations in order to functionally meet the requirements of the EPA Headquarters. In order to complete service delivery and major projects in the Washington metropolitan area, the contractor is required to coordinate efforts with the Telecommunications Services Contractor.

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All contractor activities which are supported by ETSD Operational Service Agreements shall be documented and reported on a Trimester basis. Such activities shall, to the maximum extent possible, be identified with specific Program or Staff Offices (AA level). At a minimum the contractor shall report on number of assistance calls, any major outages, training provided, summaries of User Feedback Cards (see Task 3) and any other germane information which will allow the customers to gain a sense of support provided during the trimester. Summary reports for each mail hub shall be developed; all major outages shall be summarized: cause and remedial actions taken, length of outage, etc. In addition, there shall be a bi-weekly email availability report provided to the WAM and, as required, to specified LAN Managers.

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Monthly reports are required concerning the performance of the Integrated Email Hub Servers. By the 5th working day of each month, the contractor shall provide a summary of server performance. Any unplanned outage shall be explained including cause and corrective actions taken.

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The contractor shall participate in a weekly project review. At that time the contractor shall present for WAM review, a summary of all activities which have occurred during the preceding week on all major projects or other activities directed by the WAM.

The WAM will provide direction only in the following ways:

- By issuance of the weekly technical direction document;
- By Telecommunications Service Request (TSR), or through one of the established trouble reporting or change control systems;
- By review and adjustment of project-related deliverables such as project plans, work orders to third parties, correspondence, and procurement support documentation;
- By oral instruction to the local contractor management or their designated project leaders. These instructions must be consistent with all aspects of the contract and the approved Work Assignments, and confirmed through the weekly WAM Technical Direction.
- By oral instruction/correction during the weekly project review meetings.

All project documentation, technical publications, and reference and training materials, manuals, and guides, and software obtained by the contractor during performance of this contract are the property of the Environmental Protection Agency. All of these materials which are in paper form shall be maintained in a centrally located area in an order in which they can be readily retrieved, and to which the Federal staff will have complete access. The contractor shall maintain a listing of all software in their possession and its location; the list shall be kept current with records being updated upon receipt of any new software. This listing shall be made available to the WAM upon request.

### **Task 03 Technical Systems Operations**

#### **Task 3 -Technical Systems Operations**

The contractor shall install, implement, operate, and maintain all EPA approved computer/data communications configurations, procedures, methods, documentation, operations logs, operational service agreements, and schedules. Between the hours of 7 a.m. - 6 p.m. Monday - Friday, a 99% network availability is expected. Contractor staff shall be qualified and, as required, certified to support the installed base of equipment. Contractor management shall assure that such technical depth is identified, planned and provided for with the introduction of any new technology by EPA.

The contractor shall maintain a continuous record of all telecommunications operations which indicates all major network/system events. At the contractor's option, a record, separate from the NCF, may be maintained for LAN Backbone and Value Added Backbone Services (VABS) performance; both token ring and Ethernet backbones shall be monitored and

reported on. (VABS and remote VABS includes Netware for SAA, Netware Connect, remote access/CUBIX and NAS, Groupwise Remote, NFS Gateway and central data management, OS/2 LAN Mangers, mutiprotocol router, source routing bridges, and IP support.) The contractor shall summarize the previous days operation and provide input to the "Morning Report" reporting on the status of all network components at headquarters.

The majority of EPA LANs utilize the Novell Operating System. The contractor shall evaluate, test, install and maintain the Novell operating system in the HQ LAN environment. Second level problem resolution shall be provided to program/staff office system administrators. The contractor shall assure that the operating system installed is current, as determined by the WAM or the National LAN Program Manager in RTP.

The contractor shall provide limited support to customer offices using Macintosh technology; support shall be limited to providing Ethernet backbone access.

The contractor shall support EPA customers who may require technical design support. Such support shall be provided at the request of the WAM or the customer using established TSR procedures. The WAM shall be made aware of such technical design support during the weekly Wednesday meeting. The contractor shall plan, schedule and track work orders for installation of telecommunications service and equipment. The existing Telecommunications Service Request (TSR) system shall be used for both local and national TSRs. All data communications related TSRs shall be tracked via the Peregrine system; the contractor shall use this system to update activity through closure of the TSR. The contractor shall participate in an OARM/HQ initiative to develop and deploy a consolidated, automated, "Service Request." Use of "Web" technology, i.e., HTML, shall be considered and evaluated for this effort. The contractor shall implement the new process and take the necessary steps to assure that other national systems (i.e., TSR) are correctly updated.

The contractor shall continue to develop, recommend, update and implement EPA approved standard operating procedures (SOPs) and LAN Operating Procedures (LOPS) that provide guidance for operating, maintaining, and reporting the status of major data telecommunications systems at EPA Headquarters (HQ). Upon determination of need, the contractor shall bring the proposed LOP/SOP to the attention of the WAM at which time a date will be established through written technical direction for production of the final document.

The contractor shall communicate with the customer community, as required, in the event of a network or service outage or to share routine information. Major system outages shall be reported to the LAN management/administration community, utilizing the HQ voice mail system, within one hour of the occurrence.

The contractor shall provide technical planning and implementation support to HQ Oracle servers and application development. Contractor shall provide consulting services for

138 customer offices on issues of database design, configuration, tuning, and performance as  
139 requested through an OSA. Contractor shall attend a required weekly meeting during the  
140 development of the Integrated Contracts Management System (ICMS), and shall provide on-  
141 site support to this project, as required.

142 The contractor shall provide technical oversight and support to the management of the IP  
143 addressing for HQ customers. The contractor shall provide support in development of  
144 required documentation for TSR; provide support as necessary in processing, provide training  
145 to Systems Administrators in LAN Workgroup; and assure that addresses are received and  
146 distributed in accordance with established EPA procedures. As the IP requirements expand,  
147 the contractor shall provide training as defined by the WAM. The training dates and specific  
148 training classes will be defined through written technical direction by the Work Assignment  
149 Manager. The contractor shall support LAN Workgroup and Bootp for all HQ offices/VABS  
150 servers.

151 The contractor shall be responsible for Network Management at Headquarters for all local and  
152 campus area networks. The contractor shall use tools provided to deliver a proactive service.  
153 The contractor shall use such network management tools as LAN Network Manager, Tivoli,  
154 Remedy, HP Openview (SNMP), the Netrix Apollo, Netview, and NetWare Management  
155 System and others as specified by the WAM via technical direction.

156 The contractor shall be responsible for all HQ backbones and centralized services  
157 management and maintenance. All Integrated email and VABS services and accompanying  
158 hardware shall be kept in top operating condition. Preventive maintenance schedules shall be  
159 developed and published to the customer community and shall be presented in the  
160 Management Work Plan. These centralized LAN services shall be monitored regularly and  
161 contractor shall bring to the Government's attention any requirement for improved or  
162 upgraded hardware or software once any service reaches 70% capacity. The contractor shall  
163 notify the Government within three working days after the 70% capacity is reached.

164 The contractor shall provide the one week LAN System Administrator training at  
165 Headquarters as well as a 2-day LAN Manager course. Both courses shall be provided at  
166 least one time per month; additional classes can be scheduled if demand warrants. The  
167 agency LAN Manager community shall be notified of the class schedule at least quarterly.  
168 The schedule shall be made available on-line. How the contractor proposes to meet this  
169 requirement shall be defined in the work plan. The WAM shall be notified of any failures in  
170 the successful completion of the course (failing test score) within one week after completion  
171 of the course, so that appropriate management can be notified.

172 The contractor shall respond in a proactive manner to all alerts received on any of the  
173 telecommunications services supported. Services shall be attended from 7 a.m. to 6 p.m.,  
174 Monday through Friday. The contractor shall bring to the Government's attention any  
175 requirement for improved or upgraded hardware, software, or facilities once any service

176 reaches 70% capacity. The contractor shall notify the Government within three working days  
177 after the 70% capacity is noted.

178 As determined by the Government, the contractor shall provide technical information to the  
179 HQ customer community concerning procedures and technologies. Such information shall be  
180 provided through either scheduled classes of 2-4 hrs. in duration, or through LAN  
181 Manager/SA meetings which shall generally be held on a monthly basis. The contractor, in  
182 addition, shall provide technical support and input to the HQ LAN Manager Advisory  
183 committee; the group formed to identify priorities and serve as official go-between with the  
184 LAN Managers Group. The contractor shall attend the scheduled meetings and answer  
185 technical questions as they arise.

186 The contractor shall participate in the weekly national change control meetings and shall be  
187 responsible for required input, as necessary. The contractor shall conduct the HQ LAN  
188 Change Control meetings held weekly on Monday mornings, and shall adapt the national  
189 LAN change control system (Notes) for use at HQ. The contractor shall also evaluate the  
190 feasibility of using HTML, HQ Intranet, for this application. Summary change control  
191 information and notification of all emergency change control shall be published to the HQ  
192 LAN Community (Monday for standard requests and daily, as required, for all emergency  
193 change controls).

194 The contractor shall remain abreast of the development of hardware and software. As  
195 changes occur, the contractor shall recommend for EPA review and approval, any such  
196 products or changes that would be appropriate for consideration and which would improve  
197 performance of systems or services at EPA. The contractor shall not proceed with  
198 implementation of any recommendations unless approved by the WAM through written  
199 technical direction.

200 The contractor shall assure that maintenance agreements are in place for all equipment  
201 installed and under its control. In particular, maintenance must be provided for the Gandalf  
202 Data Switch to cover FY97. Coverage shall assure support both during and after hours, as  
203 necessary. Records shall be maintained detailing all maintenance calls as they occur.

204 The contractor shall make arrangements for the local, speedy purchase of parts and supplies  
205 which may be required to maintain service levels at HQ. The contractor shall establish  
206 appropriate agreements to assure the availability of supplies in cases of emergency.  
207 Documentation of all purchases shall be maintained and summaries provided to the WAM as  
208 an addendum to the Monthly Report.

209 The contractor shall maintain a HQ-only VABS application which will display HQ  
210 announcements or news of general interest. Notice of new additions to this application shall  
211 be provided weekly via a banner. Again, use of HTML, HQ Intranet, shall be evaluated for  
212 this application and the application shall be relocated to this platform if appropriate.

213 In addition to the written deliverables specified, the contractor shall meet requirements listed  
214 in the areas shown below, and report their progress and status in the HQ Telecommunications  
215 Monthly Report.

216 During the work week (M-F) maintain 100% operations coverage and 99% availability  
217 of all major data telecommunications systems; immediately notify the EPA WAM of  
218 any scheduled and unscheduled downtime.

219 Immediately notify the EPA WAM of any major outage (backbone, WAN segment,  
220 file server, backbone service, etc.) or any service affecting more than 10 workstations  
221 or 15% of any defined customer base, whichever is less.

222 Provide input to the monthly EPA Headquarters Telecommunications Report that  
223 details status of all major data telecommunications and activities, including a list of all  
224 significant downtime experienced during the month. Statistics are to be provided  
225 concerning trouble calls received and response times.

226 Provide facilities support for emergencies that require immediate action and cannot  
227 wait until normal business hours. An emergency is defined as a situation in which  
228 there is a major outage and for which prompt action is essential. All after hours  
229 emergency support shall be reported in the monthly statistics.

230 Provide first line telecommunications system problem determination, notification, and  
231 initiation of repair and recovery processes; coordinate all change process notifications  
232 and report and document problems that arise.

233 Provide second level LAN support and problem determination, notification, and  
234 initiation of repair; coordinate all change process notifications with both national and  
235 local change control, as appropriate, and report and document problems that arise.  
236 Respond to requests for assistance in the case of a file server being out-of-service  
237 within two hours as specified in the OSA.

238 Provide timely input to LANtrak; as changes are made, input LAN configuration data  
239 for HQ LAN components. Data shall include appropriate information about all  
240 backbone components including client file servers. Provide bulletin board system for  
241 HQ systems administrators providing current versions of network software, bug fixes,  
242 support information, etc.

#### 243 **Task 04 Headquarters Technical Projects**

244 The contractor shall support the research, evaluation, planning, and implementation for  
245 specified telecommunications technologies for implementation at EPA Headquarters. In

addition, the contractor shall support major initiatives at EPA headquarters such as relocations and technical reconfiguration most of which are requested through the TSR process. Major projects such as occupancy of new site or renovation of large, previously occupied areas, or introduction of new operating systems, will require the contractor to either contribute to or to prepare detailed project plans including milestones for review of design documents, including plans, specifications, and estimates of cost, for completion of stages of the physical work. Coordination shall be required with the EPA Telecommunications Support Contractor. The need and schedule for these project plans will be documented through technical direction issued by the WAM.

Implement Novell 4.x. The contractor shall participate in the planning and testing of the newest version of Novell, 4.x. This planning will generally be held at EPA or contractor locations in RTP; travel will be required in order to meet this requirement and contractor shall specify travel required for the project. The contractor shall provide overall leadership in the planning and installation of Novell 4.x deployment at HQ. The HQ deployment project will require a separate project plan with a separate pilot which includes at least two program offices in addition to WIC-LAN. The due date for this plan will be determined when more information is available concerning progress on testing and overall implementation schedules; an amended work assignment will be issued by the contracting officer.

Headquarters ISDN Testing: The contractor shall continue to support the testing and evaluation of data communications capabilities offered through the ISDN services received from the Washington Interagency Telecommunications Service, the FTS 2000 interface, and other Bell Atlantic ISDN offerings with special attention being paid to supporting employees in the Flexiplace program.

Beta Test Octel Works II with Lotus Notes and Novell: The contractor shall support beta test as described. This is the first step towards merging LAN and voice processing (digital) technology. Initially it will provide for the development of all voice processing applications on an LAN platform; eventually the mail systems will support notifications and retrieval of both voice and data messages. The contractor shall coordinate with other Agency contractors, such as the contractor which manufactures the voicemail system used by EPA and the Telecommunications Services Contractor to test the applications generator in a LAN environment. The contractor shall provide input to the Telecommunications Services Contractor for inclusion in the final report, due during 3rd or 4th quarter of Fiscal Year 1997.

Deployment of Remote Services: The contractor shall continue the installation/upgrade of Legatto, VABS, and CUBIX servers in remote locations specified by the WAM. Consideration shall be given to impact and routing from and between all affected sites; coordination is required with the EPA's Facilities Management and Services Division (power, lighting, air circulation, etc.) and the Telecommunications Service Contractor.

\* Any equipment required for this project, which exceeds the contract stipulated threshold



must be approved by the EPA Contracting Officer. The appropriate supporting procurement justifications must accompany the project plan.

Repeater Service. The contractor shall provide specialized technical expertise in the preparation of Technical Specifications as components of the Request for Proposal Statement of Work for a repeater service to be installed between Virginia locations. The contractor shall coordinate with the Telecommunications Services Contractor to provide technical expertise to the Technical Evaluation Panel (TEP) which shall include performing technical research, market research to determine accuracy of assertions made in proposals in accordance with the Alternate II procedures in FAR 15.413-2(f) and as implemented by EPAAR 1515.413(f). Upon award, the contractor shall provide support in the installation of the service. The contractor shall also provide operational support upon award.

Participate in Cisco Integration into Washington campus. The contractor shall complete implementation of Cisco technology into Washington campus. Some travel to RTP will be required for this activity.

Move Coordination to New Headquarters Complex The contractor shall support deployment of 900-1000 staff into the Federal Triangle Building (FTB). The contractor shall plan to support real-time moves and changes through proactive management of intelligent hubs installed in building. The contractor shall function as part of a team of support personnel; team is being lead by the EPA Telecommunications Services Contractor. The contractor shall design and implement the data communications network and computer facility in that building. Contractor shall evaluate technology such as "server farms" and/or Fiber Digital Data Interface (FDDI) vs. Switches for implementation the Consolidated Headquarters Complex. Any FDDI solution will require the testing of an FDDI Network Interface Card (NIC); contractor should assure that proper testing is accomplished in the LAN Lab. Upon completion of the Federal Triangle portion of the move, the contractor shall evaluate feasibility of relocating additional Headquarters (HQ) Operational staff to the new HQ complex and shall provide recommendation/analysis to the WAM. The contractor shall play an active part in the overall design efforts for network configurations regarding the four buildings, which comprise the new HQ campus. Travel between Washington and RTP will be required for this effort.

Support for NT Pilot for ORD. The contractor shall provide support to the NT operating system and client, for implementation in ORD and other offices when NT is approved for deployment in applications servers. The WAM will specify the additional offices via technical direction. This is a new technology for EPA and will require training for existing staff. Specifically, the contractor shall provide second level support and coordinate testing and troubleshooting for the deployment of NT in the ORD Headquarters offices.

Implement Tivoli and Remedy Systems at HQ. Coordinate with other Washington based

Lockheed Martin staff as well as project managers in RTP to successfully implement these two products at HQ. Remedy shall be designed to allow collateral use by program offices. It is expected that the Remedy system will allow for centralizing Help Desk functions no later than the second quarter of Fiscal Year 97 (2Q97). After that time, Network Services will be a subscriber to that central service.

Central LAN Management Services: The contractor shall develop a program which will accommodate program office requirements for centrally managed LAN services. It is expected that this system will be implemented at the New Headquarters complex on a selected basis. The contractor shall develop a technical approach, suggested service level and suggested pricing options in a "white paper" no later than 3Q97.

Conversion of Campus Network to G-Man. Contractor shall plan for the conversion of the HQ campus network to circuits to G-Man circuits which are provided through the Washington Interagency Telecommunications System. Upon completion and evaluation of the test circuits, a timeline shall be developed which assures completion of the project by the end of 2Q97. If the test is unsuccessful, the effort shall be terminated. This will be accomplished at the direction of the WAM and Contracting Officer.

#### **Task 05 Administration and Documentation**

The contractor shall provide general administrative support including at least the preparation of routine correspondence on EPA letterhead. Contractor shall create, assemble, update, revise, edit and review all documentation, reports, and deliverables required under this work assignment. Contractor is responsible for accuracy, grammar, spelling and the proper formatting as required by EPA standards. All work shall be completed in WordPerfect 6.1 (or 5.2 if required for transmission). Result shall be high quality written materials suitable for distribution in both electronic and hardcopy format. Contractor is responsible for compiling detailed documentation on all major telecommunications systems and networks installed at EPA Headquarters. Documentation should be maintained in an automated format and available for graphic representation or as a printout.

Contractor shall provide timely and professionally written reports on a weekly or monthly basis, as specified in this work assignment. Contractor shall provide internal quality assessment of all materials produced. Contractor shall continually provide opportunity for consideration of process improvements and new procedure development.

The contractor shall provide administrative support to the HQ data communications program. This support shall include support in scheduling training, procurement research, travel coordination, budget tracking/OSA tracking, shipping equipment and supplies between RTP

and Washington and other EPA locations as specified by the WAM, and moving equipment and supplies between buildings at HQ. The shipping and movement of equipment shall be done as necessary to complete a turnkey job and in accordance with Section C.6.1 of the contract statement of work.

Contractor shall maintain a central repository, i.e., Library, for all technical reference materials, software, and manuals acquired in support of this work assignment.

#### **Task 06 LAN Applications Support**

The contractor shall provide technical support to the agency-supported LAN applications software, including WordPerfect, Lotus, dBase, Groupwise, Lotus Notes, and Oracle. The contractor shall provide support in the configuration and use of Windows and DOS versions of these packages as well as the configuration of Windows, itself. Contractor shall:

- Respond to requests for support for satellite staffs (telephonic or through on-site visits); provide training and training materials as required.
- Respond to requests for information and documentation; troubleshoot problems in LAN Lab environment.
- Test upgrades to software and develop implementation instructions, as necessary;
- Provide support and documentation for "Groupwise-Remote";
- Plan for (including software testing) for upgrade of Groupwise to next release.
- Test software configurations;
- Maintain and provide system administration to Notes servers located in WIC which are being used throughout headquarters (includes issuing identifications, space allocation/management on servers, replication schedules, etc.);
- Conduct user group meetings, as necessary; participate in National user group.
- Keep abreast of new technology; evaluate, test, and document new/upgraded software.

- 385 - Maintain contact with supported software vendors, i.e., Lotus, WordPerfect,  
386 Groupwise; track licensing requirements and respond to questions from program  
387 offices.
- 388 - Provide Oracle support to program offices on a subscription basis;
- 389 - Provide Notes consultation and installation support and Notes mail support
- 390 - Provide system administration to Government-furnished Oracle servers;
- 391 - Provide planning support to program offices concerning application planning (Notes  
392 and Oracle).
- 393 - Participate in and/or manage special projects, such as software upgrades and  
394 introductions, assigned by the WAM via technical direction. An example of such a  
395 project would be Groupwise support for the Integrated Email project.
- 396 - Develop HQ procedures concerning management of centrally managed resources;  
397 procedures to be developed within the first quarter of Fiscal Year 1997.
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- 399 - Coordinate activities and share results with LAN-Apps staff in RTP.

400 Integrated Email Implementation: The contractor shall continue to provide overall project  
401 management for HQ Integrated Email. Develop installation plans for expansion of hub.  
402 Travel to RTP will be required for this project.

403 \* Any equipment required for this project, which exceeds the contract stipulated threshold  
404 must be approved by the EPA Contracting Officer. The appropriate supporting procurement  
405 justifications must accompany the project plan.

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407 Contractor shall implement an internal work allocation process in order to assure maximum  
408 coordination is taking place and assure that the WAM's priorities under this work assignment  
409 are met. Monthly Statistical Reports shall be provided to the WAM summarizing support  
410 provided. The Monthly Statistical Reports shall reflect activity by Program office, as  
411 possible.

## 412 **Task 07 Geographical Information Systems (GIS) Support**

The contractor shall provide GIS expertise to HQ Program Offices on a subscription basis. Service shall include server-level spatial data management, workstation configuration, demonstrations, training classes. The WAM will specify when these services are required via technical direction. The contractor shall also provide help desk support from 8:00 a.m. until 5:00 p.m. Eastern Standard Time, Monday through Friday. Contractor shall maintain teaching license for EPA Spatial Data LibrarySystem (ESDLS). The contractor shall support the Network File System (NFS) Gateway, which involves allowing Personal Computer users to access spacial data systems.

### DELIVERABLES

No.	Description	Due Date / Due Date Description	# of Copies
1-1	Work Plan	In accordance with the contract	1
2-1	Weekly Progress Reports	Weekly, Wednesdays @ 8:30 a.m.	1
2-2	Monthly Report	Monthly, COB 12th day	1
2-3	Software Listing	On going	1
2-4	Trimester OSA Activity Summary	Trimester, COB 8th working day	1
2-5	Summary Report for each mail hub	Monthly	1
2-6	E-Mail Availability Report	Bi-weekly	1
2-7	Summary of Server Performance	5th working day of each month	1
3-1	Morning Report	Daily, M-F, via teleconference	1
3-2	Maintenance Agreement - Gandalf	01/01/1997	1

433	3-3	Operations Log	Daily, Monday through Friday	1
434	3-4	LAN Training - SA and Manager	Monthly	1
435	3-5	TSR Completion	Ongoing	1
436	3-6	LOPS/SOPS Maintenance and renewal	Ongoing	1
437	3-7	Integrated Email Hub Performance Statistics	Bi-weekly	1
438	3-8	Adapt HQ change control to new technology	01/01/1997	1
439	3-9	Notification of capacity issues	3 working days after 70% capacity is reached	1
440	3-10	Technical Briefings	Monthly or more frequently, if required by the WAM	1
441	3-11	HQ Change Control	Weekly - Monday a.m.	1
442	3-12	ICMS Development Update	Weekly, as required	1
443	3-13	HP-Openview Implementation Plan	12/15/1995	1
444	4-1	Novell 4.x Implementation Plan for HQ	5 calendar days after receipt of technical direction	1
445	4-2	Technical Specs - Repeater Service	5 calendar days after receipt of technical direction	1
446	4-3	Plan and implement Tivoli and Remedy	01/15/1997	1

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4-4	Cisco Integration in Washington Campus	5 calendar days after receipt of technical direction	1
4-5	Central LAN Service White Paper	04/01/1997	1
4-6	Convert campus to G-man	04/01/1997	1
5-1	Network Documentation	Ongoing	1
6-1	Monthly Statistical Report by Program Office	COB 12th day of the month	1

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**Travel/Training Text**

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Destination	No. Of Days	No. Of People
RTP	112	20

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**Statement of Work References**

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C.6.3 - Washington Based Telecommunications Support

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C.6.4 - Local Area Networks (LANs)

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C.6.4.1 - LAN Design and Approval Assistance

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C.6.4.10 - Value Added Backbone (VAB) Services Administration

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C.6.4.11 - Headquarters LAN Support

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C.6.4.12 - Administration of National Database Servers

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C.6.4.2 - LAN Installation Support

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C.6.4.3 - LAN Documentation and Tracking

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C.6.4.5 - LAN Upgrade Support

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C.6.4.6 - LAN Technical Support Service

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C.6.4.7 - LAN Information Dissemination and Training

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C.6.4.8 - LAN Network Monitoring

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C.6.4.9 - National LAN Information Dissemination System

470 C.9 - Director and Administrative Support Functional Requirements  
471 C.9.1 - Contract Management Support  
472 C.9.2 - Management Reporting